

MEMORANDUM

TO: All Counsel

FROM: E. JEFFREY BURKE, Presiding Judge
CAROL K. ALLEN, Judge
TERESA ESTRADA-MULLANEY, Judge
ROGER T. PICQUET, Judge
DONALD G. UMHOFFER, Judge

RE: CourtCall Telephonic Appearances

DATE: October, 2000

For appearances on and after November 1, 2000 we will begin use of CourtCall to conduct telephonic appearances by counsel ("CourtCall Appearances") in certain nonevidentiary hearings including Status Conferences, Trial Readiness Conferences, Orders To Show Cause, Law and Motion matters and certain Family Law, Probate and Ex Parte matters]. **AS EACH JUDGE'S USE MAY VARY, CONTACT COURTCALL FOR DETAILS.** We hope that this will make your practice more productive and enjoyable and will reduce the cost of litigation.

Counsel may make a CourtCall Appearance by serving and submitting to CourtCall, NOT LESS THAN FIVE (5) COURT DAYS PRIOR TO THE HEARING DATE OR 5:00 PM ON THE COURT DAY PRIOR TO HEARING WHERE THERE IS A TENTATIVE RULING, a Request for Telephonic Appearance Form and paying a fee of \$60.00 for each CourtCall Appearance. For example, the submission and payment for a CourtCall Appearance on November 9, 2000 must be made not later than November 2, 2000. Required submission and payment procedures are detailed within the accompanying instruction sheet entitled: "How To Use CourtCall."

A CourtCall Appearance is made as part of a Court's regular calendar and all counsel who have timely filed their request form and paid the fee may appear by dialing the Courtroom's dedicated toll free teleconference number, and access code (if any) which will be provided by CourtCall, LLC on the confirmation faxed to your office. A pre-hearing check-in will occur five minutes prior to the scheduled hearing time. A CourtCall Appearance is voluntary and may be made without consent of the other party or advance consent of the Court, which, however, reserves the right to reject any request. In matters where only one party elects to make a CourtCall Appearance, the matter will be heard on the Court's speakerphone.

The CourtCall Calendar shall be conducted in conformity with state law and rules of court. The request forms are now available for pick-up in the participating Courtrooms or by calling the CourtCall Program Administrator, CourtCall, LLC at (310) 572-4670 or (888) 88-COURT. For information about CourtCall please call CourtCall, LLC, not the participating Courtrooms!!

ATTORNEY OF RECORD (Name /Address/Phone/Fax): State Bar No. _____	DO NOT FILE WITH COURT COMPLETELY FILL OUT/CORRECT FORM BEFORE SUBMITTING TO COURTCALL!!
ATTORNEY FOR (Name): _____	
San Luis Obispo Superior Court	
	CASE NUMBER: JUDGE/DEPARTMENT: DATE AND TIME: NATURE OF HEARING:
REQUEST FOR COURTCALL TELEPHONIC APPEARANCE	

1. _____ (Name of specific attorney appearing telephonically) requests a CourtCall telephonic calendar appearance at the above referenced proceeding and agrees to provisions of the Rule/Order/Procedure Re: CourtCall Telephonic Appearances. I UNDERSTAND THAT I DIAL INTO THE CALL FIVE MINUTES BEFORE ITS SCHEDULED START TIME.
2. Not less than five Court days prior to hearing, a copy of this document was served on all other parties and faxed to CourtCall, Telephonic Appearance Program Administrator at (310) 572-4679 OR (888) 88-FAXIN.
3. The non-refundable CourtCall Appearance Fee in the sum of \$60.00 (plus additional fee of \$35.00 if late filing is accepted) is paid as follows:

Check (copy attached-write case # on check-and faxed to CourtCall at (310) 572-4679 or (888) 88-FAXIN payable to Telephonic Hearing Account and original mailed to CourtCall at 11268 W. Washington Blvd., Suite 200, Culver City, CA 90230; telephone (310) 572-4670 or (888) 88-COURT.

Charged to CourtCall Debit Account No.: _____

Charged to VISA, MasterCard or American Express:

TO BE COMPLETED <u>ONLY</u> ON THE COPY SUBMITTED TO CourtCall, LLC:	
Credit Card: <input type="radio"/> VISA <input type="radio"/> MasterCard <input type="radio"/> American Express	
Credit Card Number: _____	Expiration Date: _____
To pay by credit card, the copy of this form submitted to CourtCall, LLC, must be signed by the person whose card is to be charged and must be faxed to CourtCall at (310) 572-4670 or (888) 88-FAXIN with the above credit card information completed. The signature below constitutes authorization to charge the above referenced credit card.	
Date: _____	Name on Card: _____
Type Name	Signature

4. Request Forms are usually processed within 24 hours. Call CourtCall if you do not receive a faxed Confirmation from CourtCall on or before the Court day preceding your CourtCall Appearance. **WITHOUT A WRITTEN CONFIRMATION YOU ARE NOT ON THE COURTCALL CALENDAR!**

nted: _____

Signature

COURTCALL, LLC
Telephonic Court Appearances
11268 WEST WASHINGTON BOULEVARD
SUITE 200
CULVER CITY, CALIFORNIA 90230
(TEL) (310) 572-4670 (888) 88-COURT
(FAX) (310) 572-4679 (888) 88-FAXIN

How To Use CourtCall!

Filling Out The Form

1. Serve: Not less than 5 Court Days before the hearing **COMPLETELY** fill out the original of the Request for CourtCall Appearance (the "Request Form"). Retain the original Request Form in your file. **DO NOT FILE IT WITH THE COURT.** Check the box indicating the method of payment of the fee. **INCOMPLETE REQUEST FORMS MAY RESULT IN A DELAY IN PROCESSING!!**

2. Fax to CourtCall: Fax a copy of the Form to CourtCall not less than 5 Court days prior to the hearing. Do not fail to do so, as the CourtCall Calendar is set through these faxes!! **LATE FILINGS, IF ACCEPTED, ARE SUBJECT TO A LATE FEE!!**

3. Payment by Credit Card: Fill out credit card information *only* on the copy faxed to CourtCall and have that copy **SIGNED** by the **PERSON WHOSE NAME IS ON THE CREDIT CARD.**

4. Payment by Check: Fax a copy of check – write case # on check-payable to Telephonic Hearing Account to CourtCall with your Form and mail your check and a copy of your Form to CourtCall.

5. Proof of Payment/Calendar Confirmation: Under normal circumstances you should receive a Confirmation from CourtCall, by fax, within 24 hours of submission of a completed Request Form. The Confirmation will contain your teleconference number and access code (if any**).

IF YOU DO NOT RECEIVE YOUR FAXED CONFIRMATION FROM COURTCALL ON OR BEFORE THE COURT DAY PRECEDING YOUR HEARING, CALL COURTCALL IMMEDIATELY TO VERIFY YOUR STATUS – WITHOUT A WRITTEN CONFIRMATION YOU ARE NOT ON THE COURTCALL CALENDAR!

FOR INFORMATION AND QUESTIONS ABOUT A COURTCALL APPEARANCE, CALL COURTCALL, NOT THE CLERK/COURT!

When You Make The Call

*** YOU MUST CALL THE TOLL FREE NUMBER ON YOUR CONFIRMATION 5 MINUTES BEFORE YOUR SCHEDULED HEARING TIME.. NEVER USE A CELLULAR OR PAY PHONE.** If prompted, dial your 6-digit Access Code.** You will be advised whether you are joining the call in progress or if you are the first to call or you may be placed on "music-on-hold."

*** If Court has commenced, DO NOT INTERRUPT!** You will have an opportunity to speak. If the call is in progress and you hear voices, wait until an opportunity to speak arises without interrupting others. The Clerk may be performing a check-in and will get to you.**

***** After check-in wait until your case is called. Use your speakerphone while waiting if you are able to mute the microphone to eliminate ambient noise. When your case is called you **MUST USE THE HANDSET.** Identify yourself each time you speak and use common courtesy.

*** If you are the first person on the call be patient,** even if you experience silence or are placed on "music-on-hold," as the Clerk will join the call in due course. As others join you will hear a mild beep-beep" indicating others are on the line. Until your case is called do not speak other than with the Clerk. **** If the Clerk does not join the call within 15 minutes after your scheduled hearing time, have a staff member call CourtCall on our toll free Help Line – (888) 882-6878 and we will be happy to assist you. DO NOT LEAVE THE LINE!**

****If the Confirmation from CourtCall does not list an access code with your assigned teleconference number, your matter will be heard privately, not in open court. The 5 minute check-in period will be conducted by an AT&T Operator who will conduct the conference in accordance with the Court's Instructions. You will be placed on "music-on-hold" while you wait for the Judge to call your matter. The rules regarding cell phones and use of handsets apply.**

IF YOUR HEARING IS CONTINUED YOU MUST NOTIFY COURTCALL OF THE CONTINUANCE, IN WRITING, PRIOR TO YOUR COURTCALL APPEARANCE TO HAVE YOUR FEE APPLY TO THE CONTINUED HEARING. MATTERS CONTINUED AT THE TIME OF THE HEARING REQUIRE A NEW FORM AND A NEW FEE FOR THE CONTINUED DATE.